

Hosted PBX



Benefit from business-grade Unified Communications, easier network management, and enhanced employee productivity.

Business IT departments increasingly want to reduce the costs of managing enterprise-wide communications, simplify the communications infrastructure, and provide the advanced calling and Unified Communications features that employees demand.

XO Hosted PBX does all this, and more.

XO Hosted PBX is a highly scalable, end-to-end IP communications service for multi-location businesses.

A key benefit of XO Hosted PBX is that it can be integrated with premise-based solutions, while combining Unified Communications and IP telephony in one service. XO offers the Unified Communications-as-a-Service with a predictable, per-user pricing model.

KEY BENEFITS

- Productivity
- Manageability
- Lower Cost of Ownership
- Business Continuity
- Ability to Focus on Core Competency

FOR MORE INFORMATION, CONTACT YOUR XO HOSTED PBX SALES REPRESENTATIVE, VISIT XO.COM OR CALL **866.349.0134**





Advantages for IT Professionals

XO Hosted PBX with Unified Communications help you increase:

Business Continuity—your employees can continue to communicate with customers and each other during an unanticipated disruption in service

Network Security—telephone and Unified Communications are managed in a private cloud, separate from the public Internet

Reliability—service is delivered over the XO private network that ensures call quality and clarity

Scalability—add locations and employee users quickly, or have us do it for you using XO Hosted PBX Concierge, and mix Unified Communications technologies across your enterprise

Lower Cost of Ownership Benefits

With XO Hosted PBX, you'll also be able to:

- Upgrade to full IP-PBX features and functionality without having to buy new equipment
- Realize operational savings since you have free local and site-to-site calling within the enterprise network
- Be certain of a predictable monthly cost per employee for company-wide voice and Unified Communications features
- Integrate and migrate other Unified Communications technologies seamlessly -- at the pace you choose.

Advantages for Company Employees

Your company's employees want to communicate and collaborate using their own devices and the Unified Communications tools they're used to—wherever they are working. XO Hosted PBX accommodates these needs easily.

XO Hosted PBX:

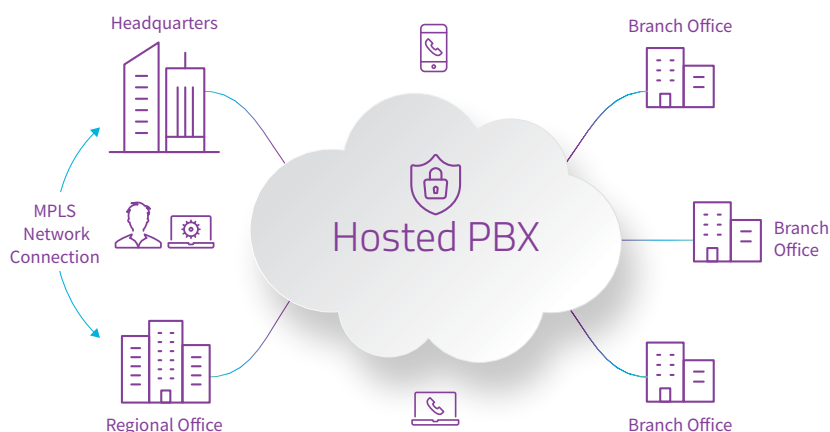
- Delivers voice, text, instant messaging, presence, email, video and collaboration in a single system to increasingly mobile workers
- Enables employees to move voice calls, text messages and video chats between office desktop and mobile phones without interruption
- Allows groups of employees to handle incoming calls as efficiently as any in house or outsourced contact center
- Accommodate needs for specific types of call routing through the hosted square key feature for specific industries—such as restaurants and retail stores.

Why XO for Hosted PBX?

XO Communications is a leading business VoIP and SIP trunking provider, with the largest installed base of SIP trunks in North America*, and nearly 2 million business users. Connect all of your offices with Unified Communications services from one provider since our VoIP services are available in 2,700 cities and 80% of the major U.S. metropolitan markets.

XO has more than 12 years of experience implementing VoIP deployments. You can rest assured that we have the expertise to provide the network and VoIP assessments, site qualification, smooth service delivery and support you need.

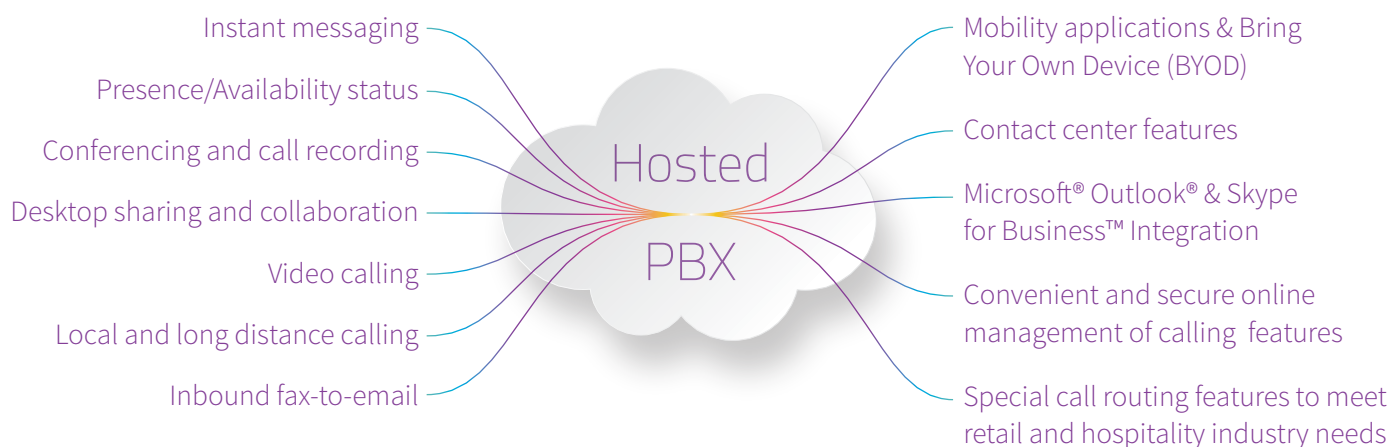
Unlike many other service providers, XO manages the delivery of Hosted PBX with Unified Communications over the Tier 1 XO national network and moves the PBX functionality from your location to a private cloud. With live voice quality monitoring, built-in redundancy and an uptime service guarantee, XO Hosted PBX has all of the benefits you need to easily and confidently deliver high-quality voice and Unified Communications across the enterprise. In addition, unlike many competitors, XO Hosted PBX calling features and IP phone sets are included standard in the monthly price per seat.



Since all of the applications for Hosted PBX reside in the cloud, businesses can enjoy the benefits of IP Unified Communications without having to pay the upfront capital costs of a premise-based PBX at each location. Instead, XO owns the equipment at a central location and provides the service to customers through a private cloud.

Integrate Voice and UC in One Solution

XO provides all of the Unified Communications features that your employees prefer. And as an IT administrator, you can easily set up and control employee access to these features.



* According to Infonetics Research, Aug. 26, 2015, <http://www.infonetics.com/pr/2015/SIP-Trunking-Service-Provider-Scorecard.asp>

Features

Mobility & BYOD features with XO WorkTime™

XO WorkTime features accommodate the fast growing and game-changing Bring Your Own Device trend and allow you to eliminate many of the costs associated with mobile device management. Allow your employees to choose and use the devices and carriers they prefer from their home desktops, laptops or personal smartphones:

Smartphone Application—allows your employees to have office phone functionality on their personal smartphones, and to send and receive phone calls just as they would from their office phones

Desktop/Laptop soft client—put your employees' work phones on their desktop or laptop computers so they can send and receive phone calls just as they would from their office phones

XO Concierge

For IT professionals, if your company doesn't have or want to hire staff to manage your XO Hosted PBX service, simply outsource the management to us with an easy monthly subscription or simple pay-as-you-go model.

Contact Center

Using XO Hosted PBX, you can combine Unified Communications features—such as instant messaging, presence, video calling, desktop sharing, conferencing, and more—with contact center features such as virtual contact center, Automatic Call Distribution (ACD) options and call recording functionality. When you need basic contact center functionality, you don't need to buy a separate contact center application elsewhere; it's integrated with your XO Hosted PBX service.

Carrier-Grade Call Quality—because XO Hosted PBX calls are transported over the XO network, not over the public Internet

Automated “Answer”—enable customizable greetings, comfort messages, and hold music

Expanded Call States—manage routing for bounced, overflow, stranded, and after-hours calls

Supervisor Role—monitor contact center agents, emergency and escalation path for agents, perform agent role when required, move position of queued callers, view dashboard and request automated reports

Soft Clients—enable agents and contact center supervisors to log-in, change status, click-to-dial and answer, hold calls, start conference calls, and access directories

DNIS Support—support multiple inbound phone numbers using Dialed Number Identification Service (DNIS) with similar routing logic that provides agents with unique calling queues based numbers entered by customers

Enhanced Reports—get detailed reports on call statistics, agent and supervisor activity, DNIS details and more

Individual Employee

Your employees can take advantage of many of the most popular calling features, and manage them from their own online MyPhone portal.

XO Anywhere

- automatically move a call from mobile-to-fixed phone without having to dial extra numbers
- make a call from any phone and caller ID displays your office number to the recipient

- automatically forward voice mail to email
- make and receive calls from any device, at any location, with only one phone number, one dial plan, one voice mailbox, and a unified set of features

Alternate Numbers—use up to 10 other phone numbers/extensions to reach you

Anonymous Call Rejection—block calls from parties that restrict caller IDs from view

Automatic Call Back—call someone back when his/her phone isn't busy

Busy Lamp Field—enable receptionists to monitor employees' phone status regardless of where employees are working

Call Forwarding (Always, Busy, No Answer, Not Reachable, Selectable)—use multiple ways to redirect incoming calls to another destination when a line is busy

Call Return—use an abbreviated code to call back the last person you spoke with

Call Transfer—transfer a call

Call Waiting—answer calls while already engaged with other calls

Calling Line ID Delivery Blocking—block display of an individual's caller ID

Do Not Disturb—set the phone so that it appears busy to callers

Corporate Dial Plan—call others within your company without dialing 10 digits

Last Number Redial—repeat the last call made by keying in a special code

Multiple Call Arrangement—speak to two parties before transferring a call

Meet-me Conferencing Features

Phone numbers—use direct dial and toll free numbers

Admin Controls—from the administrative MySite portal

Reporting—get full utilization reports

Recording—enable conference call recording for every call

Integrations Available

Customer Relationship Management (CRM) – Connect your XO HPBX platform to your favorite CRM systems like Salesforce.com, sugarCRM, Microsoft Dynamics, and more.

Skype for Business – Extend the functionality of your Skype for Business application by connecting it to your XO HPBX Platform, allowing you to send and receive standard phone calls from within Skype for Business.

Group Administrator

Your company can designate group administrators by department, or location, to manage which employees have access to which features within the XO Hosted PBX platform. Group administrators have access to their own MySite portal to control and manage these settings.

Auto Attendant—provide auto answer and a personalized message with options of how to reach a specific party, extension or group

External Calling Line ID Delivery—deliver caller ID to an individual's phone

Hunt Groups—automatically process incoming calls received by one number among a group or users or agents based on pre-selected routing patterns

Instant Call Group—automatically contact employees of a pre-defined group of a multi-party conference call

Voice Messaging Group—configure voice mail portal features for employees within a group

Call Recording Features

Recording capability—record calls at any time

Assignments—make recording assignments from the administrator MySite portal

Record all calls—record all (inbound and outbound) related to the assigned phone number

History—retain recording history for 30 days

Recordings—search and download recordings from the administrator MySite portal

Soft client recording

Enhance Communications, Boost Productivity

With XO Hosted PBX, enjoy virtual PBX functionality without the upfront capital costs of upgrading your phone systems or phone sets. Gain operational savings and simplify management when you provide comprehensive IP communications across your entire enterprise. And boost the productivity of your company's employees with the tools, mobility and experience they want. It's all available in one solution through one provider—XO Communications.

XO Communications provides the technology that helps business and wholesale customers compete in a hyper-connected economy. In the U.S., XO owns and operates one of the largest IP and Ethernet networks that customers rely on for private data networking, cloud connectivity, Unified Communications and voice, Internet access, and managed services.

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